



Department of Technology Services

Director: J. Stephen Fletcher

Divisions: Enterprise Technology
Integrated Technology
Agency Services
Security
Project Management

Full-Time Employees: 865

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Mission Statement: Bringing value and innovation to Utah through service and technology.

Emerging Issues and Strategic Focus:

There are three emerging issues in business automation and technology.

1. Technological advances are reshaping the global landscape. Global competition has shifted as a result of high speed communication advances and maturity in basic information technology support structures, affording constituents better access to government services.
2. The role of Information Technology is shifting toward business automation. Basic services are becoming a commodity as information technology infrastructure matures. Future value will be in expertise in cross boundary facilitation and business reengineering. IT leadership will shift toward a business-centric role.
3. Core Information Technology Services are maturing. Basic services such as network communications, desktop support, and data center services are maturing and focusing on technologies that drive reliability in a cost effective manner.



Governance

- Enable constituents to access government services directly and improve the perception of government by aligning information services to customer requirements with an intuitive, non-technical approach
- Facilitate the development of high speed networks in Utah across all levels and branches of government
- Continue to facilitate cross-government cooperation in: 1) information technology infrastructure opportunities that enhance efficiency across branches and levels of government, and 2) business process integration and improvement for government programs
- Develop strategic partnerships with state government leaders in automating processes that help achieve maximum value of government programs
- Continue to develop and foster a business-oriented role across the organization, with technology providing the tools to support business
- Assist agencies to effectively implement initiatives that better leverage their data assets to drive business decisions and operations
- Manage service levels by defining service targets to achieve agency needs
- Leverage the economies of scale with an enterprise-wide approach to managing core assets
- Research industry best practices for securing enterprise infrastructure
- Continue optimization by providing consolidated services that will enhance efficiencies by aligning IT resources, and improve effectiveness by delivering services with the best resources available